

National Aeronautics and
Space Administration



Goddard Space Flight Center
Greenbelt, MD 20771

Reply to Attn of: 210.I

TO: TO ALL POTENTIAL OFFERORS

SUBJECT: Revised Attachment C, Incentive Fee Plan for the Goddard Logistics and
Technical Information (GLTI) Draft Request for Proposal NNG10294404J

The Goddard Logistics and Technical Information (GLTI) draft solicitation was posted on September 9, 2010, for industry review and comment. However, the draft solicitation did not include Appendix 1, Incentive Fee Quality Assurance Surveillance Plan (QASP), to Attachment C, Incentive Fee Plan. For your review and comment prior to the release of the final solicitation, is the entire Attachment C with its Appendix 1. Please review Attachment C and submit comments or questions electronically to the Contracting Officer, Michelle D. McIntyre, at email address Michelle.D.McIntyre@nasa.gov no later than 4:00 p.m. EST on January 14, 2011.

It is NASA's intention to release the Final Request for Proposal no later than January 31, 2011. We appreciate your interest in this procurement and thank you for your patience and continued support.

A handwritten signature in cursive script, appearing to read "Michelle D. McIntyre".

Michelle D. McIntyre
Contracting Officer

A handwritten date "1/7/11" in cursive script.

Date

ATTACHMENT C

Goddard Logistics and Technical Information Contract Incentive Fee Plan January 1, 2011

NNG11294404R

GODDARD LOGISTICS AND TECHNICAL INFORMATION CONTRACT INCENTIVE FEE PLAN

I. INTRODUCTION

This Incentive Fee Plan reflects the agreement between the Government and the Contractor regarding incentive fees available under the contract. It explains the applicability and operation of incentive fee clauses contained elsewhere in the contract. This plan addresses only the negotiated incentive fees. The contract does not contain any fixed fees or award fees.

II. BACKGROUND

This contract is a cost-plus-incentive-fee (CPIF) contract for logistics and technical information services for the Information and Logistics Management Division. Under the contract there are incentive fees for technical performance and cost. The operation of these incentives is detailed herein.

III. INCENTIVE FEES

Contract Clause B.1, Estimated Cost and Incentive Fee, provides the estimated cost and incentive fee applicable to this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

In accordance with Clause B.6, Incentive Fee Pools, the incentive fees negotiated under the contract are divided between the technical and cost incentive fee pools as follows: technical performance 70% and cost performance 30%. The amount of the incentive fee the Contractor earns depends on performance in each of the incentive fee areas being measured. Technical performance incentive fee is earned based solely on technical performance. Cost performance incentive fee is earned based on cost performance.

The two incentive fee pools are separate and distinct, and the fee earned from each is determined separately based on different performance parameters. The two incentive fee pools are discussed individually in the following sections.

A. Technical Performance Incentive Fee

The Government and the Contractor agree that:

1. During each six month evaluation period, the Contractor may earn technical performance incentive fee based on the performance level achieved for each performance requirement identified in the tables in Section III.A.4.
2. The technical performance incentive fee available during each six month evaluation period is based on those contained in Clause B.6, Incentive Fee Pools. The evaluation

periods for both available technical and cost performance are in accordance with the below charts for the entire period of performance, which includes a 5-year base and one 5-year option.

BASE PERIOD

AVAILABLE INCENTIVE FEE FOR EACH PERIOD

Period	Start Date - End Date	Technical 70% Incentive Fee	Cost 30% Incentive Fee	Total Incentive Fee
1	February 1, 2012 - July 31, 2012	STBP	STBP	STBP
2	August 1, 2012 - January 31, 2013	STBP	STBP	STBP
3	February 1, 2013 - July 31, 2013	STBP	STBP	STBP
4	August 1, 2013 - January 31, 2014	STBP	STBP	STBP
5	February 1, 2014 - July 31, 2014	STBP	STBP	STBP
6	August 1, 2014 - January 31, 2015	STBP	STBP	STBP
7	February 1, 2015 - July 31, 2015	STBP	STBP	STBP
8	August 1, 2015 - January 31, 2016	STBP	STBP	STBP
9	February 1, 2016 - July 31, 2016	STBP	STBP	STBP
10	August 1, 2016 - January 31, 2017	STBP	STBP	STBP
Total		STBP	STBP	STBP

OPTION PERIOD

AVAILABLE INCENTIVE FEE FOR EACH PERIOD

Period	Start Date - End Date	Technical 70% Incentive Fee	Cost 30% Incentive Fee	Total Incentive Fee
11	February 1, 2017 - July 31, 2017	STBP	STBP	STBP
12	August 1, 2017 - January 31, 2018	STBP	STBP	STBP
13	February 1, 2018 - July 31, 2018	STBP	STBP	STBP
14	August 1, 2018 - January 31, 2019	STBP	STBP	STBP
15	February 1, 2019 - July 31, 2019	STBP	STBP	STBP
16	August 1, 2019 - January 31, 2020	STBP	STBP	STBP
17	February 1, 2020 - July 31, 2020	STBP	STBP	STBP
18	August 1, 2020 - January 31, 2021	STBP	STBP	STBP
19	February 1, 2021 - July 31, 2021	STBP	STBP	STBP
20	August 1, 2021 - January 31, 2022	STBP	STBP	STBP
Total		STBP	STBP	STBP

3. Each required service (and associated performance requirement) shall be evaluated by the Government using the Quality Assurance Surveillance Plan, which provides details as to how samples are selected and evaluated. Each required service is weighted so that 100% of the evaluation for technical performance (and resulting technical performance incentive fee) will be derived from the performance requirements in this document. The technical performance incentive fee pool shall be apportioned (weighted) between the technical performance categories as listed below.

Performance Category	Number of Performance Requirements	Incentive Fee
Program Management	1	15%
Project Logistics	2	16%
Supply	3	18%
Transportation	2	13%
Equipment Management	3	19%
Management Services	1	6%
Creative Services	1	6%
Audio Visual Services	1	7%
Total	14	100%

Specific details concerning each performance requirement are contained in Section III.A.4.

4. The technical performance requirements are identified in the following tables.

Program Management (1.0)						
	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
1.	1.1.2	Program Analysis (Greenbelt, Wallops, and NASA HQ)	Studies and analyses shall be completed on schedule. (100%)	Maximum Fee	97% - 100% are completed on time.	15%
				Target Fee	94% - 96% are completed on time.	
				Minimum Fee	88% - 93% are completed on time.	
						<u>15%</u>

Project Logistics (3.0)

	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
2.	3.1 3.2 5.2.1	Logistics Planning and Transportability Engineering (Greenbelt and Wallops)	Logistics and engineering activities shall be completed on schedule. (100%)	Maximum Fee	100% are completed on time.	8%
				Target Fee	98% - 99% are completed on time.	
				Minimum Fee	95% - 97% are completed on time.	
3.	3.3	Packing and Crating (Greenbelt and Wallops)	Material and equipment shall be packaged properly to withstand all foreseen climatic and environmental conditions, stacking weights, modes of shipment, and long- term storage by various carriers. (100%)	Maximum Fee	100% are packaged properly.	8%
				Target Fee	98% - 99% are packaged properly.	
				Minimum Fee	96% - 97% are packaged properly.	
						16%

Supply (4.0)

	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
4.	4.2.2	Inventory Management (Greenbelt)	A physical inventory shall be kept on all program stock (project parts) in accordance with NPR 4100.1. (70%) Inventory adjustments shall be completed within 3 workdays. (30%)	Maximum Fee	97% - 100% are completed on time.	5%
				Target Fee	92% - 96% are completed on time.	
				Minimum Fee	88% - 91% are completed on time.	
5.	4.5	Project Parts Receiving (Greenbelt)	Project parts shall be processed within 15 calendar days of delivery to the Greenbelt Receiving Dock. (100%)	Maximum Fee	95% - 100% are completed on time.	8%
				Target Fee	92% - 94% are completed on time.	
				Minimum Fee	89% - 91% are completed on time.	

Supply (4.0)						
	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
6.	4.5	Receiving (Greenbelt and NASA HQ)	GSFC items shall be processed within 3 workdays of delivery to Greenbelt Receiving Dock. (50%)	Maximum Fee	97% - 100% are completed on time.	5%
			NASA HQ items shall be processed and delivered to customer within 1 workday of delivery to NASA HQ or Greenbelt Receiving Dock. (30%)	Target Fee	93% - 96% are completed on time.	
			Hazardous materials shall be processed within 1 workday of delivery to Greenbelt Receiving Dock. (20%)	Minimum Fee	89% - 92% are completed on time.	
						<u>18%</u>

Transportation (5.0)						
SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee	
7.	5.1 5.2	Freight Shipments (Greenbelt, Wallops, and NASA HQ)	Freight shipments and special moves shall be processed to ensure delivery to final destination within the requested delivery date. (100%)	Maximum Fee	99% - 100% are processed correctly.	8%
				Target Fee	98% are processed correctly.	
				Minimum Fee	96% - 97% are processed correctly.	
8.	5.3.2.7	Office/Lab Moves Coordination (Greenbelt)	Move requests shall be arranged for and completed within the customer's required date. (100%)	Maximum Fee	99% - 100% are completed on time.	5%
				Target Fee	98% are completed on time.	
				Minimum Fee	96% - 97% are completed on time.	
						13%

Equipment Management (6.0)

	SOW Section	Required Service	Performance Requirement (PR) (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
9.	6.1.1	Tagging Equipment (Greenbelt, Wallops and NASA HQ)	Equipment shall be tagged and data entered within 8 workdays from receipt of tagging request, document or telephone call from the customer. Capital equipment shall be tagged and entered within 30 calendar days. (100%)	Maximum Fee	96% - 100% are completed on time.	5%
				Target Fee	95% are completed on time.	
				Minimum Fee	93% - 94% are completed on time.	
10.	6.1.2	Equipment Management System Database (Greenbelt, Wallops and NASA HQ)	Data entry into the equipment database shall be completed within 4 workdays from receipt of the request or source document. (100%)	Maximum Fee	96% - 100% are completed on time.	6%
				Target Fee	95% are completed on time.	
				Minimum Fee	93% - 94% are completed on time.	
11.	6.2.1 6.2.2 6.2.3 6.2.5	Processing of Excess Property (Greenbelt, Wallops and NASA HQ)	Processing of Greenbelt excess property shall be completed within 17 workdays from receipt of the excess request. (50%)	Maximum Fee	96% - 100% are completed on time.	8%
			Processing of Wallops excess property shall be completed within 7 workdays from receipt of the excess request. (20%)	Target Fee	95% are completed on time.	
			Processing of NASA HQ excess property shall be completed within 10 workdays from receipt of the excess request. (20%)	Minimum Fee	93% - 94% are completed on time.	
			A cyclic excess inventory of ten sections at Greenbelt shall be completed every 30 calendar days. A cyclic excess inventory of one section at Wallops shall be completed every 30 calendar days. (10%)			
						19%

<u>Management Services (7.0)</u>						
	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
12.	7.2	Records (Greenbelt and NASA HQ)	Greenbelt records storage requests shall be processed to the GSFC Records Manager within 5 workdays of receipt. (40%)	Maximum Fee	99% - 100% are completed on time.	6%
			NASA HQ records storage requests shall be processed to the NASA HQ Records Manager within 2 workdays of receipt. (30%)	Target Fee	98% are completed on time.	
			Quarterly disposal eligibility notices shall be processed within 60 calendar days of receipt. (30%)	Minimum Fee	96% - 97% are completed on time.	
						<u>6%</u>

<u>Creative Services (8.0)</u>						
	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
13.	8.1	Graphics Design and Photography (Greenbelt)	Graphics design requests shall be completed and accepted by the customer within the established timeline. (70%)	Maximum Fee	99% - 100%are completed on time.	6%
			Photography requests shall be completed and accepted by the customer within the established timeline. (30%)	Target Fee	98% are completed on time.	
				Minimum Fee	96% - 97% are completed on time.	
						<u>6%</u>

<u>Audio Visual Services (9.0)</u>						
	SOW Section	Required Service	Performance Requirement (Value of PR by %)	Fee Amount	Performance Level	Incentive Fee
14.	9.1 9.4	Audio Visual Services (Greenbelt)	Audio visual services shall be set up and tested 30 minutes prior to the event. (50%)	Maximum Fee	100% are completed on time.	7%
			Connectivity for video conferences scheduled with WFF, IV&V, and GISS shall be tested 30 minutes prior to the event. (50%)	Target Fee	99% are completed on time.	
				Minimum Fee	98% are completed on time.	
						<u>7%</u>

5. For some required services, there are multiple performance requirements. In those instances the relative weight of each performance requirement in determining the overall performance level achieved is identified in the parentheses ().
6. For each performance requirement, a comparison of the performance level achieved and the performance level associated with each fee amount (maximum fee, target fee, or minimum fee) will be made to determine the appropriate fee amount. Additionally, the performance level achieved will be rounded down, if required, when making the comparison. For example, a performance level achieved of 98.7% would be rounded down to 98% and not rounded up to 99%. Performance below that identified with the minimum fee will also be considered unsatisfactory performance.
7. The required services, performance requirements, performance levels and incentive fee weights may be adjusted by mutual agreement between the Government and the Contractor. Adjustments will be made by a modification to the contract.
8. The Contracting Officer's decision as to the amount of technical performance incentive fee earned each evaluation period is a unilateral determination based on the established performance requirements and the performance levels achieved, and may be subject to the Disputes clause. All technical performance incentive fee payments for each evaluation period shall be final.

B. Cost Performance Incentive Fee

The Government and the Contractor agree that:

1. Cost performance incentive fee payable shall be determined based on the final total allowable cost compared against the target cost in accordance with the share ratios and procedures specified in Clauses B.1 and B.7, Incentive Fee (52.216-10).
2. Target cost and target fee:
 - a. The target cost and target fee specified in this Schedule are subject to adjustment if the contract is modified in accordance with paragraph (d) of Clause B.7.
 - b. "Target cost," as used in this contract means the estimated cost of this contract as initially negotiated, adjusted in accordance with paragraph (d) of Clause B.7.

Target cost as defined herein, includes those costs specified in Clause B.5 as nonproposed cost.

3. The Contractor may bill for provisional payment of cost performance incentive fees in accordance with Clause B.8.
4. If, after the final adjusted cost performance incentive fee has been determined, a refund of any provisional payments made is due the Government, the Contractor will follow the Contracting Officer's instructions regarding refund or transfer of overpayments of cost performance incentive fee to reduce amounts payable to the Contractor to cover costs incurred in contract performance.

ATTACHMENT C
Appendix 1

Goddard Logistics and Technical Information Contract
Incentive Fee Quality Assurance Surveillance Plan

Goddard Logistics and Technical Information Contract Incentive Fee Quality Assurance Surveillance Plan

This **Incentive Fee Quality Assurance Surveillance Plan** (QASP) is developed to provide a disciplined process for evaluating the contractor's performance in order to determine conformity with the performance requirements of the Statement of Work. It is designed to aid the Performance Monitor in providing effective and systematic surveillance of contractor performance, and to provide the contractor with specific details of how the performance requirements will be evaluated. This plan consists of a sampling guide for each performance requirement identifying how and when surveillance will be performed.

The following sections of the sampling guide are explained:

Method of Surveillance - Identifies the method to be used for selecting samples (100% Inspection or Random Sample).

When a random sample will be selected, the following general process will be used to choose the samples:

1. The number of transactions (or other workload data) occurring during the time period will be determined and the transactions will be sorted by the initiation date (or other appropriate criteria).
2. The samples will be selected in a manner that ensures they are spread across the entire time period that is sampled. For example: every fifth transaction will be part of the sample. The spread between each transaction sampled will vary depending upon the sample size and actual number of transactions occurring during the evaluation period.

Lot Size - The estimated workload during a 6-month evaluation period.

Sample Size - The number of items from the lot that will be sampled.

Performance Requirement - Identifies the performance standard associated with a work requirement.

Sampling Procedure - Describes the procedure to be used in selecting the samples to be inspected, and how often samples will be taken.

Inspection Procedure - Describes what will be inspected and how.

PROGRAM MANAGEMENT
Performance Requirement 1
Program Analysis

1. **Method of Surveillance:** 100% Inspection
2. **Lot Size:** 500 points
3. **Sample Size:** 100% of lot
4. **Performance Requirement:** Studies and analysis shall be completed on schedule.
5. **Sampling Procedure:** An evaluation form will be sent out for each study or analysis to the internal Code 270 customer.
6. **Inspection Procedure:** A comparison of the completion date established with the customer and the actual completion date will be made to determine whether the study/analysis was completed on time. Studies and analyses that do not address all topics that were requested when the study was assigned will not count as being timely. Studies and analysis involving the identification of corrective actions shall also be evaluated to determine whether the corrective actions were implemented, resolved the issue identified, and completed on time.
7. **Weighting of Studies/Analyses:** Each individual study/analysis will be weighted according to the importance and complexity of the study. A particular number of "points" (e.g., 10, 25 or 50) will be agreed upon by the Government and the contractor and given to each study/analysis when it is assigned.

PROJECT LOGISTICS
Performance Requirement 2
Logistics Planning and Transportability Engineering

1. **Method of Surveillance:** 100% Inspection
2. **Lot Size:** 15-20 projects supported
3. **Sample Size:** 100% of lot
4. **Performance Requirement:** Logistics and engineering activities shall be completed on schedule.
5. **Sampling Procedure:** Each quarter all projects that have a Code 270 Logistics Manager assigned will be selected.
6. **Inspection Procedure:**

The following items will be checked:

- a. An evaluation will be made to determine whether logistics support and documentation meets the customer's requirements and is completed within established schedules. The documentation of the customer's requirements and schedules are contained in the Project MOUs, transportation plans, and other agreements.
- b. An evaluation will be made to determine whether mechanical engineering support and documentation for container/isolation system designs meets customer's requirements and is completed within established schedules. The documentation of the customer's requirements and schedules are contained in the Project MOUs, instrumentation plans, and other agreements.
- c. This evaluation will be documented by the Logistics Manager by completing the "Project Support Assessment" form.

PROJECT LOGISTICS
Performance Requirement 3
Packing and Crating

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 1,800 shipments for Greenbelt; 180 for Wallops
3. **Sample Size:** 120 for Greenbelt; 30 for Wallops
4. **Performance Requirement:** Material and equipment shall be packaged to withstand all foreseen climatic and environmental conditions, stacking weights, modes of shipment, and long-term storage by various carriers.
5. **Sampling Procedure:** Each month a sample of 20 non-hazardous material shipments for Greenbelt and 5 for Wallops will be selected. Each month all hazardous materials shipments will also be selected.
6. **Inspection Procedure:**

The following items will be checked:

 - a. Packaging documentation and/or the packaging for the material shipments will be inspected during the shipping process.
 - b. Documentation will be reviewed for completeness. Documentation includes, but is not limited to, the following: GSFC Form 20-4 (*Transfer/Shipping Request*), *Shipper's Declaration for Dangerous Goods*, Material Safety Data Sheets, and Transportation Pickup Tickets. If any required information (according to the appropriate form instructions) is missing or any required approvals were not obtained, this will result in a failed individual sample.
 - c. Packaging will be inspected for compliance with applicable Federal and state transportation regulations. Packaged items will be checked to verify they are packaged in accordance with 270-WI-6400.1.1 and hazardous materials are packaged in accordance with AFJM 24-204; Title 49 CFR and IATA. Packages not in compliance will result in a failed individual sample.

SUPPLY
Performance Requirement 4
Inventory Management

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 12,000 line items
3. **Sample Size:** 150
4. **Performance Requirement:**
 - a. A physical inventory shall be kept on all program stock (project parts) in accordance with NPR 4100.1
 - b. Inventory adjustments shall be completed within 3 workdays.
5. **Sampling Procedure:** Each month a sample of 25 line items will be selected from the current Project Parts inventory.
6. **Inspection Procedure:** In accordance with the inspection procedures in NPR 4100.1, the selected items will be counted for accuracy in order to determine whether the difference (if any) between the inventory records and the actual inventory is below 10% in count and 10% in value. Inventory Adjustment Reports will be evaluated to determine whether required inventory adjustments are completed within 3 workdays.

SUPPLY
Performance Requirement 5
Project Parts Receiving

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 3,000 Line Items
3. **Sample Size:** 180
4. **Performance Requirement:** Project Parts are processed within 15 calendar days of delivery to the Greenbelt Receiving Dock.
5. **Sampling Procedure:** Each month a sample of 30 line items will be selected from the Project Parts Log Book/AMMS Report.
6. **Inspection Procedure:** A comparison of the date from the time the item was received to the date the item was processed will be made to determine whether the item was processed within 15 calendar days. Processing includes receipt, inspection, and completion of required paperwork.

RECEIVING
Performance Requirement 6
Receiving (GSFC)

1. *Method of Surveillance:* Random Sample
2. *Lot Size:* 35,000 items
3. *Sample Size:* 120
4. *Performance Requirement:* GSFC items shall be processed within 3 workdays of delivery to Greenbelt Receiving Dock.
5. *Sampling Procedure:* Each month a sample of 20 receipts (includes government and stores stock receipts) will be selected from the Loading Dock Log Book. Project parts, express receipts and hazardous materials will not be selected.
6. *Inspection Procedure:* A comparison of the date that the item was received and the date that the item was processed will be made to determine whether the receiving process was completed within 3 workdays. Processing includes receipt, inspection, tagging, and completion of required paperwork.

RECEIVING
Performance Requirement 6
Receiving (NASA HQ)

1. **Method of Surveillance:** 100% Inspection
2. **Lot Size:** 30 items
3. **Sample Size:** 100% of lot
4. **Performance Requirement:** NASA HQ items shall be processed and delivered to customer within 1 workday of delivery to NASA HQ or Greenbelt Receiving Dock.
5. **Sampling Procedure:** Each month all NASA Headquarters receipts will be selected from the Loading Dock Log Books at Greenbelt and NASA Headquarters. Project parts, express receipts and hazardous materials will not be selected.
6. **Inspection Procedure:** A comparison of the date that the item was received and the date that the item was delivered to the customer will be made to determine whether the receiving process and delivery was completed within 1 workday. Processing includes receipt, inspection, tagging, and completion of required paperwork.

SUPPLY
Performance Requirement 6
Receiving (Hazardous Materials)

1. *Method of Surveillance:* Random Sample
2. *Lot Size:* 300 hazardous materials
3. *Sample Size:* 48
4. *Performance Requirement:* Hazardous materials shall be processed within 1 workday of delivery to Greenbelt Receiving Dock.
5. *Sampling Procedure:* Each month 8 receipts for hazardous materials will be selected from the Hazardous Log Book.
6. *Inspection Procedure:* A comparison of the date the item was received to the date the item was processed will be made to determine whether the item was processed within 1 workday. Processing includes receipt, inspection, and completion of required paperwork.

TRANSPORTATION
Performance Requirement 7
Freight Shipments

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 1,800 shipments for Greenbelt; 180 for Wallops
3. **Sample Size:** 120 for Greenbelt; 30 for Wallops
4. **Performance Requirement:** Freight shipments and special moves shall be processed to ensure undamaged delivery to final destination within the requested delivery date.
5. **Sampling Procedure:** Each month a sample of 20 shipments for Greenbelt and 5 for Wallops will be selected. All "major moves" and other "high interest" shipments identified on the "Project Support Matrix" will be included in those selected.
6. **Inspection Procedure:**

The following items will be checked:

 - a. Materials movements will be reviewed for compliance with written procedures and regulatory requirements. Work instructions/procedures include, but are not limited to, the following: 49 CFR, *U.S. Government Freight Transportation Handbook*, and 270-WI-6400.1.2 (*Transporting Material for Space Flight and Scientific Projects*).
 - b. Documentation will be reviewed for completeness within established timeframes and schedules. Documentation includes, but is not limited to, the following: Standard Form 1103 (*U.S. Government Bill of Lading*), GSFC Form 20-4 (*Transfer/Shipping Request*), Shipper's Export Declarations, *Shipper's Declaration for Dangerous Goods*, Transportation Pickup Tickets, and Public Vouchers.

If any required information (according to the appropriate form instructions) is missing or any required approvals were not obtained, this will result in a failed individual sample.

TRANSPORTATION
Performance Requirement 8
Office/Lab Moves Coordination

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 250 moves
3. **Sample Size:** 30
4. **Performance Requirement:** Move requests shall be arranged for and completed within the customer's required date.
5. **Sampling Procedure:** Each month a sample of 5 moves will be selected.
6. **Inspection Procedure:**

The following items will be checked:

- a. A move file is maintained for each office move that is coordinated and performed. This file contains all paperwork relevant to the move (e.g., GSFC Form 20-35 - *Move List*, Office Mover's Delivery Ticket, and claims). A comparison of the customer's required delivery date and the actual delivery date (recorded on the Office Moves Monthly Report) will be made to determine whether the move was completed on schedule.
- b. The move file will be examined to determine whether special handling requirements (e.g., overweight/over-dimensional items, rigging) were met, and whether these requirements were given to and received by the office mover.
- c. All loss and damage claims shall be provided to the moving company within 7 calendar days of completion of the move, interim status reports shall be obtained from the movers every 30 calendar days on pending claims, and claims shall be resolved within 60 calendar days of filing of the claim.

If any of the above three items are not accomplished, this will result in a failed individual sample.

EQUIPMENT MANAGEMENT
Performance Requirement 9
Tagging Equipment

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 2,000 equipment items for Greenbelt; 100 for Wallops; 30 for NASA HQ
3. **Sample Size:** 120 for Greenbelt; 30 for Wallops; 30 for NASA HQ
4. **Performance Requirement:** Equipment shall be tagged and data entered within 8 workdays from receipt of tagging request, document, or telephone call from the customer. Capital equipment shall be tagged and entered within 30 calendar days.

5. **Sampling Procedure:**

Each month a sample of 20 source documents and tagging requests for Greenbelt, 5 for Wallops, and 5 for NASA HQ will be selected. These samples will be obtained from source documents that were microfiche, or from tagging requests received by email, fax, or telephone call.

6. **Inspection Procedure:**

The following items will be checked:

- a. A comparison will be made between the date of the tagging request and the date the data was entered to determine whether the tagging was completed within 8 workdays. Capital equipment will have 30 calendar days for data entry.
- b. Source documents will be compared against the corresponding equipment record located in the equipment system database to determine whether the data matches. Any data found in the database not matching the source document will be recorded as a discrepancy.

If any of the above two items are not accomplished, this will result in a failed individual sample.

EQUIPMENT MANAGEMENT
Performance Requirement 10
Equipment Management System Database

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 15,000 equipment records for Greenbelt; 1,500 for Wallops; 1,500 for NASA HQ
3. **Sample Size:** 180 for Greenbelt; 90 for Wallops; 90 for NASA HQ
4. **Performance Requirement:** Data entry into the equipment database shall be completed within 4 workdays from receipt of the request or source document.
5. **Sampling Procedure:** Each month a sample of 30 equipment records for Greenbelt, 15 for Wallops, and 15 for NASA HQ will be selected.

6. **Inspection Procedure:**

The following items will be checked:

- a. A comparison will be made between the date of request (or date on the source document) and the date the data was entered to determine whether the data entry was completed within 4 workdays.
- b. Source documents will be compared against the corresponding equipment record located in the equipment system database to determine whether the data matches. Any data found in the database not matching the source document will be recorded as a discrepancy.
- c. The use of incorrect transactions when adding the equipment to the equipment system database will be recorded as a discrepancy.
- d. The acquisition cost and/or adjusted cost listed on the equipment record will be reviewed against the source document to ensure all discounts, packing and shipping costs, and associated parts were calculated correctly when determining the acquisition cost. Any data not correctly matching the equipment record will be recorded as a discrepancy.

If any of the above two items are not accomplished, this will result in a failed individual sample.

EQUIPMENT MANAGEMENT
Performance Requirement 11
Processing of Excess Property

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 8,000 excess property items for Greenbelt, 900 for Wallops, 1,100 for NASA HQ
3. **Sample Size:** 180 for Greenbelt, 90 for Wallops, 90 for NASA HQ
4. **Performance Requirement:**
 - a. Processing of Greenbelt excess property shall be completed within 17 workdays from receipt of excess request.
 - b. Processing of Wallops excess property shall be completed within 7 workdays from receipt of excess request.
 - c. Processing of NASA HQ excess property shall be completed within 10 workdays from receipt of excess request.
5. **Sampling Procedure:** Each month a sample of 30 excess property items for Greenbelt, 15 excess property items for NASA HQ and 15 excess property items for WFF.
6. **Inspection Procedure:** A comparison between the case entry date on the (GSFC 0129 form) and the warehouse date on the (GSFC 0129 form) will be made to determine whether the property was processed within 17 workdays for Greenbelt and 10 workdays for NASA HQ. A comparison between the timestamp date on the (GSFC 0129 form) and the warehouse date on the (GSFC 0129 form) will be made to determine whether the property was processed within 7 workdays for Wallops. Processing includes data entry into the disposal system, labeling and pickup, and inspection and assignment to a warehouse location.

EQUIPMENT MANAGEMENT
Performance Requirement 11
Processing of Excess Property (Cyclic Excess Inventory)

1. *Method of Surveillance:* Random Sample
2. *Lot Size:* 2500 items for Greenbelt and 166 for Wallops
3. *Sample Size:* 60 sections at Greenbelt; 6 sections at Wallops
4. *Performance Requirement:*
 - a. A cyclic excess inventory of ten sections at Greenbelt shall be completed every 30 calendar days.
 - b. A cyclic excess inventory of one section at Wallops shall be completed every 30 calendar days
5. *Sampling Procedure:* Each month different warehouse sections will be selected to inventory according to the established inventory schedule.
6. *Inspection Procedure:* 100% of Greenbelt property for ten warehouse sections will be inventoried and validated against the disposal database. 100% of Wallops property for one warehouse section will be inventoried and validated against the disposal database. All discrepancies will be identified to the GSFC Property Disposal Officer at Greenbelt or the Property Disposal Specialist at Wallops. The Contractor has 30 calendar days to research and submit documentation for corrections or prepare a property survey report.

MANAGEMENT SERVICES
Performance Requirement 12
Records (Records Storage Requests)

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 300 records requests for Greenbelt; 60 for NASA HQ
3. **Sample Size:** 30 for Greenbelt; 30 for NASA HQ
4. **Performance Requirement:**
 - a. Greenbelt records storage requests shall be processed to the GSFC Records Manager within 5 workdays of receipt.
 - b. NASA HQ records storage requests shall be processed to the NASA HQ Records Manager within 2 workdays of receipt.
5. **Sampling Procedure:** Each month 5 records storage requests for Greenbelt and 5 for NASA HQ will be selected from the "New Retirement to WNRC" folder.
6. **Inspection Procedure:** For each selected record, the Accession Number, Date Form Received, Date Signed by Center Records Manager, Date SF 135 Sent to Federal Records Center (FRC), Date Approved by FRC, and Date Transported to FRC for GSFC (Date of SF 189 for NASA HQ) will be annotated on a worksheet. The "Transfer Tracking Spreadsheet/Database" will be used to verify that SF-135's are prepared within 5 workdays of receipt from customer for Greenbelt (2 workdays for NASA HQ). Any information missing will result in a failed individual sample.

Processing includes the following steps:

- a. Verify accuracy of assigned retention schedule and disposal date provided by the customer; coordinate corrections with the customer as necessary; log action/completion date.
- b. Complete an SF-135 and route to the Center Records Manager for approval signature; log action/completion date.
- c. Forward the transfer package to the FRC; upon return receipt arrange for transportation; log action/completion date.

MANAGEMENT SERVICES
Performance Requirement 12
Records (Disposal Eligibility Notices)

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 300 notices for Greenbelt; 40 for NASA HQ
3. **Sample Size:** 30 for Greenbelt; 30 for NASA HQ
4. **Performance Requirement:** Quarterly disposal eligibility notices shall be processed within 60 calendar days of receipt.
5. **Sampling Procedure:** Each month a sample of 5 disposal eligibility notices for Greenbelt and 5 for NASA HQ will be selected.
6. **Inspection Procedure:** A comparison of the date the notice was received and the date the processing was completed will be made to determine whether the notice was processed within 60 calendar days. The "Destruction Tracking Spreadsheet/Database" will also be examined to verify the following information for each individual sample: Accession Number, Date Disposal Eligibility Notice Received, Date Notice Sent to Records Liaison Officer (RLO), Date Response Received, and Date Notice sent to Federal Records Center (FRC). Any information missing from the "Destruction Tracking Spreadsheet/Database" will result in a failed individual sample.

Processing includes the following steps:

- a. Complete a 270-Form-0106, suspense and forward package to the appropriate RLO; log all actions and completion dates in the disposal tracking spreadsheet/database; follow-up with RLO as necessary.
- b. Forward signed disposal package to the Center Records Manager for approval signature; log all actions and completion dates in the disposal tracking spreadsheet/database.
- c. Forward completed package to the FRC; log all actions/completion dates in the disposal tracking spreadsheet/database.

CREATIVE SERVICES
Performance Requirement 13
Graphics Design and Photography (Graphics Design)

1. *Method of Surveillance:* Random Sample
2. *Lot Size:* 850 requests
3. *Sample Size:* 60
4. *Performance Requirement:* Graphics design requests shall be completed and accepted by the customer within the established timeline.
5. *Sampling Procedure:* Each month the Studio 8 database will be accessed and a sample of 10 graphics requests will be selected.
6. *Inspection Procedure:* A comparison of the completion date established with the customer (as documented in the eMOD system) and the actual completion date will be made to determine whether the request was completed on time. Completion and acceptance requirements will be documented in the eMOD system.

CREATIVE SERVICES
Performance Requirement 13
Graphics Design and Photography (Photography)

1. *Method of Surveillance:* Random Sample
2. *Lot Size:* 500 requests
3. *Sample Size:* 30
4. *Performance Requirement:* Photography requests shall be completed and accepted by the customer within the established timeline.
5. *Sampling Procedure:* Each month the Studio 8 database will be accessed and a sample of 5 photography requests will be selected.
6. *Inspection Procedure:* A comparison of the completion date established with the customer (as documented in the eMOD system) and the actual completion date will be made to determine whether the request was completed on time. Completion and acceptance requirements will be documented in the eMOD system.

AUDIO VISUAL SERVICES
Performance Requirement 14
Audio Visual Services (A/V Services Testing)

1. *Method of Surveillance:* Random Sample
2. *Lot Size:* 900 events
3. *Sample Size:* 60
4. *Performance Requirement:* Audio visual services shall be set up and tested no later than 30 minutes prior to the event.
5. *Sampling Procedure:* Each month 10 events will be selected.
6. *Inspection Procedure:*

The following information will be checked in the Testing Log Book for each event. If any of the following three events were not completed, this will result in a failed individual sample.

 - a. The A/V services were setup and tested no later than 30 minutes prior to the start of the event.
 - b. The test results are recorded (e.g., “no issues,” “no connectivity,” etc.).
 - c. When connectivity cannot be established, the customer was notified immediately.

AUDIO VISUAL SERVICES
Performance Requirement 14
Audio Visual Services (Video Conferencing)

1. **Method of Surveillance:** Random Sample
2. **Lot Size:** 750 events
3. **Sample Size:** 60
4. **Performance Requirement:** Connectivity for video conferences scheduled with WFF, IV&V, and GISS shall be tested no later than 30 minutes prior to the event.
5. **Sampling Procedure:** Each month 10 events will be selected.

6. **Inspection Procedure:**

The following information will be checked in the Testing Log Book for each event. If any of the following four events were not completed, this will result in a failed individual sample.

- a. The connectivity test was performed no later than 30 minutes prior to the start of the event.
- b. The test results are recorded (e.g., “no issues,” “no connectivity,” etc.).
- c. When connectivity cannot be established, the customer was notified immediately.
- d. When connectivity cannot be established, the issue was reported to the Code 271 Branch Head within 3 work hours.